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Labor & Industry NEWS

Volume VI, Issue 2

Introducing the Workforce Services Division

- **Emily Haines**

Re-alignment has been the theme on all of our minds in the Workforce Services Division (WSD) recently. With the start of the new fiscal year Job Service Division (JSD) officially became the Workforce Services Division and the bureaus within WSD were restructured and renamed – with the exception of Research & Analysis. The names changes were effective on July 1, 2001.

The name "Workforce Services" better encompasses the purpose of the division since finding people jobs is only one facet of services we provide. As these changes have occurred the functions of each of the Workforce Services Division Bureaus have undergone a metamorphosis to meet new needs and expectations. By changing the division and bureau names we are hoping to gain clarity of purpose that both internal and external customers can understand.

OLD BUREAU NAME	NEW BUREAU NAME
Administration and Field Operations	Job Service Field Operations
Workforce Development	Job Service Programs
Program Management	Statewide Workforce Program
Electronic Labor Exchange	Workforce Technology
Research & Analysis	(remains the same)

You will still see the same cheery faces when you walk the halls and can feel confident that although we have changed our division and some bureau names our motto remains the same:

"Superior Service for a Working Montana, Continuous Improvement for Increased Customer Satisfaction"

INSIDE THIS ISSUE:

Program Spotlight	1
Commissioner's Corner	2
Incentive Award Winners	3
Individual Spotlight	3
Information Technology Highlights	4
In Your Corner with Safety	5
Department Committees	7
Personnel Changes	8

A Paperless Age

- **Nan Nail**

On April 9, 2001, the Montana Department of Labor and Industry, Unemployment Insurance Division "went live" with a cutting edge document imaging system. The imaging system is one side of a triangle approach to the 21st Century, working in harmony with a new database and an electronic workflow program. The system is effectively replacing the traditional "hard copy" file and allowing division personnel access to "virtual" files. Having to wait for hard copy files to be routed from section to section was a serious processing bottleneck.

Helena's database/imaging/workflow project includes software enabling forms and correspondence to be generated in Microsoft Word format using standardized templates and fields automatically populated through the database. An image of the document is automatically saved. The form is printed and mailed out. Forms, etc. created in the system contain a barcode which can be read by the software. When a barcoded form is returned, it is scanned into the system where the barcode is read by the software and the document is attached to the proper claim file. Documents received that do not contain a barcode are scanned. Indexing data is manually entered attaching the document to the proper file. Using the workflow program, electronic notices of document arrival are sent to pertinent staff.

(Continued on page 2)

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Commissioner's Corner

• Mike Foster

Now that the legislative session is a fading memory, my role as Commissioner has become much more focused. Largely due to the professionalism and friendliness of the people who work in the Department of Labor and Industry, I am enjoying this job immensely. Everyone has been very helpful in educating me and keeping me informed about issues important to each division and the agency as a whole.

Besides having weekly meetings with division administrators, I have met with each division's bureau chiefs and have toured several work areas meeting many people along the way. I even managed to time a few visits when treats were being served - my lucky day!

Wendy Keating and I have scheduled visits to our Job Service Centers, and so far have been to Great Falls, Butte, Anaconda, Helena, Bozeman, Polson, Kalispell, Libby, Thompson Falls, and Livingston. I have been very impressed with the quality and variety of services provided at these offices and look forward to visiting the rest of the locations around our state. This is a fun part of the job. The people working at the Job Service Centers have been great hosts.

There are many more people in the Department I want to meet, and there are more aspects of our operations I want to observe (e.g., on-site safety visits). My schedule prohibits me from doing everything as quickly as I would like, but I am trying to be patient.

I am very pleased with the Department's response to concerns, questions, and issues raised by the legislature as a whole, individual legislators, the Governor's office, the Congressional Delegation, and the general public. Prompt, professional action has become our trademark, and we should all be proud to continue our approach.

Until next time, please take care and enjoy the summer weather.

A Paperless Age

(Continued from page 1)

Previously, each bureau within the division had their own separate mailing address, fax machine and method of processing incoming documents. With the Imaging System in place, mail and faxes for all bureaus are received at a single location. The documents are prepared according to strict criteria and scanned into the system. Documents are available for viewing minutes after completion of the scanning and indexing process. Whereas before only one person at a time could work with a hard copy file, as many staff as necessary can view the imaged file at the same time, thereby expediting processing of unemployment claims. Having the imaged documents readily available has also greatly reduced the practice of photocopying documents.

The paper documents received and scanned are stored in batch files under system assigned batch numbers. If the need should arise where an original document is needed, it can be easily retrieved. Storage space for these batches is less than would be required by full-blown individual files creating a cost savings both on materials and cost of storage.

Since Montana has two telephone claims centers, a large portion of fact-finding is done via the telephone. Claim information taken over the phone is entered directly into form templates. If all necessary information is obtained during the call and there is no need to mail out the document, it is saved to the imaging system without a paper copy ever being generated.

File availability ultimately results in reduced processing time for unemployment insurance claims. This enables quicker payment of benefits. Increased efficiency in document handling and reduction of the amount of paper consumed will eventually result in lower operating costs for the agency. In the end, the people of Montana are the prime beneficiaries of this system.

High Fives

Regarding the Research & Analysis Website: "No problems at all. That alone is worth reporting. What a pleasant site. I am originally from Miles City. I live in Atlanta, GA, and part of my job is web design. You [Casey Greenwood] have done a very fine job. I know quality when I see it. WELL DONE!

- Chris A. Peterson

"I've been a logger since 1990. Consequently, my seasonal work necessitates my filing for unemployment each year. Every year without exception the people in your office are friendly, and very competent. You do an excellent job!"

- Sean Hammond

"I would really, really like to thank Sharon Maher and Kevin Heide for helping one of our program participants figure out a difficult installation on his computer that he is using for TAA sponsored training. Even though it doesn't fall within the exact scope of her job, Sharon called the participant right away, got information, and contacted Kevin, who also promptly called the participant and helped him work through the problem. The gentleman later called me and expressed amazement about the 'knowledgeable people who cared enough to call me.'"

- Kay Mitchell

Being Involved...Wade Wilkison of ERD

• **Jeanne Johns**

You probably know Wade Wilkison as the administrative officer in charge of WC reimbursement rates for Montana hospitals in the Employment Relations Division (ERD), or the person who oversees Managed Care Organization (MCO) accreditation. But Wilkison is also heavily involved in his community.

Wilkison moved to Helena in 1978 and has been actively involved in the community ever since. Wade has worked with senior citizen, renewable energy and Native American programs, among others, over the years. Wilkison and his wife Margaret and two children have also been members of the Community Concerts organization since 1987.

As Wilkison's supervisor, I appreciate his willingness to step in and take the lead or help out other members of our work group. He provides great technical assistance to his co-workers, and is always willing to help out with Department publications. As a work group we especially enjoy Wilkison's editing skills on our Powerpoint presentations and printed materials for publication.

As you can see, Wade Wilkison really is involved!

Employees Receive Recognition for Innovative Work

• **Kelly Chapman**

Commissioner Mike Foster recently announced the winners of the 2001 Department of Labor and Industry Incentive Awards. Two team projects received this prestigious recognition for contributing to cost savings for the agency through original, creative, innovative, and novel approaches to doing business. Members of the winning teams all received a monetary prize for their efforts.

MCIS Tutorial Program

Team Members: Annette Miller, Susan Anderson, Kevin Heide, and Kathy Steil

The team worked cooperatively to develop a CD tutorial for the *Montana Career Information System* and *Job Works* software. Schools, agencies, and businesses use the CD to provide immediate training to their customers and staff. By providing the CD, cost savings are realized by the Department and customers using the software because it eliminates the need for expensive regional training workshops and allows for delivery of training when the customer needs it.

Lifelong Learning Conference

Team Members: Annette Miller and Candy Cardwell

Annette and Candy worked closely with ten different agencies and organizations to organize, plan, and deliver a coordinated conference intended to take the place of multiple conferences which require additional time away from the office for attendees. 395 educators, students, program managers, and others in the employment and training community attended the highly suc-

High Fives

"A big Thank You to everyone at the [Billings] Job Service for their dedication to service. From the moment I walked in the door everyone was helpful and accommodating to my needs. Whenever a job was found that I was qualified for, I was either called or sent e-mail. I have since accepted a position and start within a few days. I can't thank you enough and want to say that I think everyone is doing a great job there. I will definitely tell everyone I know that is looking for work to sign up with the fine people at Job Service. Thank you again for all of your help in finding a job!!"

- Jeannie Monahan

"A tremendous thanks to Phil Brooks for the time he spent with us yesterday discussing the CPI [Consumer Price Index]. We really appreciate being able to tap into his expertise!"

- Sheryl Olson, Bureau Chief, State Procurement Bureau

"Phil Brooks does such good work."

- Wolfgang Ametsbichler, Manager, Missoula Job Service

Congratulations to Elaine O'Leary in the Bitterroot Job Service for earning designation of "Employment and Training Master" from the International Association of Personnel in Employment Security (IAPES). Elaine has been a member of the Montana Chapter of IAPES since May of 1988. In order to obtain this designation, Elaine successfully completed tests in four areas: Employment Security Generalist, Employment Services Specialist, Unemployment Insurance Specialist, and Labor Market Information Specialist. Elaine is only one of seven individuals to obtain this designation in Montana.

Information Technology Highlights

Alphabet Soup

- **Nan Nail**

Man has spent ages creating a language enabling him to be understood by other members of his species. I guess, like most things human, that language has outgrown itself and it has become necessary to shorten what would normally be an understandable string of words. Perhaps it's just a product of an ever faster moving society. We don't have time to properly identify what we are talking about. Therefore we run headlong into the latest creation of our evolving species...the acronym! The other day I sat at my desk reading a document and began to wish I had a dictionary for all the acronyms contained therein. It was like deciphering a foreign language. It piqued my curiosity so I did a little research. Did you know there are 101 separate acronyms dealing with Mad Cow Disease alone?

I checked on the Federal Government. I found tidbits dealing with everything from AAPC (Accounting and Auditing Policy Committee) to ZIP (as in "code" which actually stands for "Zone Improvement Plan"....who knew?). I even found one called "CBIAC" ("Danger, danger, Will Robinson. CBIAC is attacking!") It actually stands for Chemical and Biological Defense Information Analysis Center. Same difference. DARPA sounds like you should say, "excuse me" each time you use it (Defense Advanced Research Projects Agency). Point of information: there are 17,576 recognized three-letter acronyms. This is making communication EASIER?

Then we enter the realm of the computer age. Many homes now have computers in them and since we are all so busy these days, we use acro-speak (my own term, thank you very much). I'm sure you have all run across the standards: BRB (acro-speak for I have to visit the little programmer's room); ROTFL (rolling on the floor laughing) and TPTB (The Powers That Be). I ran across one the other day: BITGOD. I was worried someone was trying to deify a computer. Imagine my relief when I found out it just stands for "Back In The Good Old Days."

Acronyms even have acronyms for acronyms (try and say that fast). TLA = Three Letter Acronyms; ETLA = Extended Three Letter Acronyms, which means 4 letters (?) ...and, my personal favorite, SFLA = Stupid Four Letter Acronyms! We won't even venture into NASA-speak!

Well, there you have it. When I started this, I FOMCL enjoying the chance to GAFIA and share MOBO. If this is too much for you, you can always PLOTKA. TAFN. CUL8R. Call for translation.

Longevity Awards

Longevity awards were presented during a ceremony held July 25 at the Walt Sullivan Building. Congratulations to the honorees!

Five Year Pins
Heidi Kaufman
Steven LaVoie
Eileen Shein
Sue Butler
William Suralski
Lloyd Syvertson
Bob Thornton

Ten Year Pins
Michele Wigert
Cindy Christenson
Gary Ellingson
Mark Maki
Billie Schmalz

Fifteen Year Pins
Paul Otto
Al Maurillo
Gary Prinzing

Twenty Year Pins
Kay Bartlett

Twenty-five Year Pins
Sharon Meyer

Thirty Year Pins
David Cucciardi

In Your Corner With Safety

- **Jenny Fenchak**

With summer and the drought season upon us, it is time to turn our thoughts to fire safety.

- When a fire occurs it is important to turn off the gas main at the meter, but many of us do not know how to turn it off, or for that matter where the gas meter is located. You cannot turn off the gas with just a turn of the handle, it requires a tool to turn it off.
- If a fire does occur and there are accelerants located nearby, remove them before the fire gets too hot. If the accelerants are in the structure that is on fire, tell the fire department personnel where they are located when they first arrive on the scene so they can take the appropriate safety measures.
- Check your insurance policy to discover what is covered and what isn't covered. You may want to increase your coverage as you purchase new items for your home.
- Take pictures of everything you have in your home. You'd be surprised how much you have that you will forget when the insurance company asks for an itemized listing. Put these pictures in someone else's home, in a fireproof box, or a safety deposit box.
- It is important if you live in an older home to have the wiring checked. If it is aluminum wiring have it changed. Newer light fixtures and appliances have copper wiring, which expands and contracts at a different rate than aluminum wiring. This can cause gaps and sparks which may ignite a fire.
- When you are staying in someone else's home, ask where the fire extinguishers are located.
- If you encounter fire emergency vehicles on the road, remember that you must pull completely off the road so that emergency vehicles can get by. If you do not pull to the side of the road, you impede the time it takes firefighters and other emergency personnel to reach the scene.

The Last Paycheck

- **John Andrew**

A frequently asked question in the area of wage payment concerns when wages have to be paid to employees who quit or who are terminated from employment. Montana law provides that employees who quit must receive their final paycheck on the next regular payday for the pay period in which employees are separated or 15 days from the date of separation, whichever occurs first. The law further provides that if the employee is separated for cause, or laid off by the employer, the employee must be paid immediately. Immediately is defined in administrative rule as within four hours or the end of the business day, whichever occurs first.

The immediate payment provision of the law does not apply to those employers who have a written personnel policy addressing employer-initiated separations. Employers who have a written policy in place may extend the time for final wage payment to a period that conforms to that applied to employee-initiated separations---the next regular pay day for the terminal pay period, or 15 days, whichever occurs first. If you are in the unfortunate situation of letting someone go you may well find that immediate payment is your best course of action, but if this is not practical or poses problems, a written policy will provide flexibility you may need.

Energy Conservation Tips

- **Courtesy of the Department of Environmental Quality**

☼ A 15-watt sub-compact florescent lamp (CFL) will provide a 75% energy savings over a 60-watt standard incandescent bulb, and provides the same lighting. The useful life of CFL's is usually 10,000 hours compared to 1,000 for a standard incandescent.

☼ Did you know that a 100-watt computer (excluding monitor draw) can use $70 of electricity per year if left on all the time? This cost is reduced by $50 if turned off at night and on weekends. Modern computers undergo more wear from running constantly than from being turned on and off.

☼ Some screen savers use as much energy as working on a complex document! For best results, use the Energy Star features of your computer to automatically turn off the screen when you will be away for more than half an hour. Here's how:

- Click the **Start** button, then go to **Settings**.
- Open the **Control Panel** Dialog Box.
- Click on **Display**.
- Choose the **Screen Saver** tab
- Under **Energy Saving Features of Monitor**, select the energy saving features you wish to use and set the time parameters you wish to apply.

Business Regulatory Functions Transfer from Department of Commerce to Labor & Industry

- **Kelly Chapman**

Effective July 1, 2000, the Department of Labor and Industry established the Business Standards Division. This Division was established to incorporate various regulatory functions that had been previously carried out by the Department of Commerce.

The Business Standards Division comprises four bureaus, employing 142 people:

- The **Weights & Measures Bureau, 841-2240 (ph), 841-2050 (fax)** tests, inspects, and calibrates all commercial weighing and measuring devices in the state. The bureau investigates complaints regarding the accuracy of commercial weighing and measuring devices.
- The **Building Codes Bureau, 841-2040 (ph), 841-2050 (fax)** establishes and enforces minimum building, plumbing, electrical, boiler, mechanical, elevator, and energy standards to safeguard the public in the design and construction of buildings.
- The **Health Care Licensing Bureau, 841-2300 (ph), 841-2305 (fax)** provides administrative support to 19 governor-appointed boards licensing health care professions and occupations. In addition, the bureau directly regulates and licenses chemical dependency counselors as provided by law, but without oversight by a board.
- The **Business & Occupational Licensing Bureau, 841-2300 (ph), 841-2305 (fax)** provides administrative support to 14 governor-appointed boards regulating non-health care professions and occupations. In addition, the bureau directly regulates and licenses operators of boilers, blasting and cranes, and operates the fire protection and investigation program, without regulatory boards.

Research & Analysis Bureau releases new website http://saras.dli.state.mt.us./mtsaras/

- **Candy Cardwell**

The Department of Labor & Industry, Research & Analysis Bureau, has released Montana's geographic-based Internet access website. In the past, labor market and demographic information has been extremely confusing and difficult to extract. This website provides customers an opportunity to retrieve detailed and comparative information at one location in an easy-to-read decipherable format. This site also incorporates a graphical user interface to display U.S., Montana and county labor market data.

You will find this information beneficial to a variety of customers: employers, economic developers, State/Local Workforce Investment Boards (SWIB & LWIB), job seekers, employment and career/guidance counselors, researchers/analysts, human resource officers and grant writers, to name a few. This information can be used for multiple purposes: preparing annual plans, completing grant applications, finding wage information for an occupation, providing information to the public, determining if an occupation or industry is growing or declining, finding employers in an industry that are likely to hire for a given occupation and determining if an occupation requires a license and associated tests and fees.

Several enhancements for this site are in progress. Things to look for: the ability to graph data from many of the data sets, access to descriptive tables provided for analysis, display of some data elements on color-coded maps, the ability for users to access their own selected regions and metropolitan statistical areas, education and military completers and returning military.

Labor Market Information and MtSARAS training will be provided throughout the state in the coming months. For additional information about the training, dates and locations, please call 1-406-444-2639 or 1-800-354-8830, or e-mail ccardwell@state.mt.us or questions4RAD@state.mt.us.

E R C

- **Renee Wuertley**

This last quarter ERC lost 2 members to other interests outside of the Department. **Mike Bentley** of ERD and **Rachelle Spatz** of R&A will be missed but we wish them luck at their new jobs. On the bright side we would like to welcome the addition of **Emily Haines** of JSD.

This quarter the nominees for Employee of the Month were extensive. They included: Michelle Vincent and Jolene Dennehy, both from Butte Job Service, Lori Carlson of CSD Budget Section, Deborah Derrick-Gass from Missoula Job Service, Shelly Vernon and Julie Nopen both from Great Falls Job Service, Kevin Braun of CSD Legal Section, Carolyn Gorshe of UI BAM section, Sheryal Strong from UI Benefits Section, Phil Grossberg at the Helena Job Service, and Ben Harris and Debi Hinman of UI Phone Center. The recipients of the EOMs were Carolyn Gorshe, Julie Nopen and Phil Grossberg. Congratulations to all nominees and recipients. ERC is always looking for lots of nominations. Send an email with your nomination to any ERC member.

The closing of Esther's Café left a hollow in everybody's stomach so ERC arranged for Coney Island to provide "Drive-By Feedings". Our thanks to Coney Island for pulling through on such short notice. Our annual planning session was held in May. In addition to planning for the next year, we revamped our Mission Statement. Check it out on your ERC bulletin board. Watch for our upcoming Root Beer Float Special in August. We also hope to bring back some Brown Bag Lunches in September.

High Fives

"I have been meaning to write for some time now to commend the work, conscientousness, and demeanor of Ms. Sandra Page who works as the Administrative Assistant to the Bureau's Hearing Examiner handling human rights cases. I have been impressed and appreciative of Ms. Page's commitment to her duties, attention to detail, willingness to assit in obtaining information, and general courtesies. I would easily rank Sandra at the very high end of the list of persons who work in this area with similar responsibilities. That opinion, I believe, is not an isolated one and, given the number of similar comments heard, is shared by several lawyers practicing in this area of the law.

Too often, those of us dealing with governmental agencies overlook the contributions made by public employees such as Ms. Page."

-Timothy C, Kelly, Attorney at Law, Emigrant MT

IAPES - What's In It For You?

- **Nancy Elliott**

International Association of Personnel in Employment Security (IAPES) is an organization which is in transition. Many employees of the Department of Labor and Industry are currently members; why aren't you? Perhaps you have not received enough information to convince you that IAPES is the organization for you. Over the past three years many changes have taken place at the international level. This affects you because the greatest change is membership. IAPES membership is open to all divisions of Labor and Industry, not just Job Service and Unemployment Insurance. In addition, to respond to the workforce environment IAPES has also opened membership to include all community partners involved in the area of workforce development.

What's in it for you? There are many reasons to join IAPES:

- Top quality educational offerings at Fall Institute and Spring Convention
- Educational leave to attend functions
- Logan S. Chambers Educational Grants to pursue training – up to $500
- W. Scott Boyd Educational Grants
- Professional Development Program (PDP) which can add 6 months for each component completed to your education/experience for in-house jobs in Unemployment Insurance and Job Service
- Bi-monthly state and international newsletter full of interesting and pertinent information
- Library of materials, tapes and videos to improve your personal and profession life
- Annual statewide awards program which recognizes outstanding Montana members and partners, whose winning nominations are then submitted for international recognition
- Mini-institutes and educational offerings

If that isn't enough, let me share my personal observations. IAPES is the organization within Montana that represents the interests of all workforce personnel. It also provides the opportunity to network with others employed in your profession. Even more, it is a family of individuals available to assist you in meeting your personal and professional goals. If this isn't enough reason, ask others in your office why they belong.

How can you get involved? Find out when the when the next meeting is and plan to attend. Get involved and participate in activities. This year the Fall Institute will be held in Helena September 20-21. Look for information soon!

New Public Information Officer: Kelly Chapman

I'm simply delighted to be back at the Department of Labor and Industry! Most recently, I worked for the Department of Public Health and Human Services as the Medicaid Data Manager in the Health Policy and Services Division. Prior to that experience, I worked in Job Service Division for over five years in the Office of Workforce Development and the Research and Analysis Bureau. While working for Job Service I had the opportunity to learn a tremendous amount about employment and training programs administered by the Department of Labor and Industry as well as related programs offered by other state agencies and nonprofit organizations. I believe my prior experience with the Department will be a great asset as I learn my new responsibilities.

In my new job, I'll coordinate media relations for the Department and will be involved in communications efforts for a variety of projects. I'm the editor of Main Street Montana and Labor and Industry News. I'm very excited about this new direction in my career and truly look forward to working with all of you.

On the personal side, my husband Larry and I have a three-year-old son, Rex, and we are expecting twins in February. My spare time will soon be in short supply, but currently I enjoy quilting and reading as hobbies.

The ***Montana Department of Labor and Industry's News*** is published quarterly for the department's employees.

EDITOR: Kelly Chapman **ASSISTANT EDITOR:** Diane West

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VOLUNTEER STAFF:

Emily Haines & Tina Hash, Job Service Division

Nan Nail, Unemployment Insurance Division

Mickey Lindgren & Clara Wilson, Workers' Compensation Court

Carol Larkin , Centralized Services Division

Wade Wilkison & Marla Yager, Employment Relations Division

Contact Kelly at 444-1520, if you have comments on this issue. We will accept your stories and photos at anytime.

Personnel Changes

April 01 - July 01

LEAVING DLI during this period were:
Karen Wynne, CSD, Fiscal Support
Gary Stout, UI, Benefits – Retired
Karen Torske, UI, Benefits - Retired
Joe Brady, UI, Admin. – Retired
Mariann Bader, ERD, Safety Bureau
Sarah Parness, UI Phone Claims, Billings
Jayme Johnston, ERD, WC Claims Assistance
Lisa VanderHeiden, Helena Job Service
David Green, Billings Job Service
Lee Mullens, Miles City Job Service
Rachelle Spatz, Job Service, R&A
Sandra Zuroff, CSD, Technical Services
Chris Benham, Missoula Job Service
Alvy Chapman, Butte Job Service
Myrna Salway, Cut Bank Job Service
Karl DuBois, CSD, Fiscal Support
Brian Magee, Community Services
Jerry Wilson, ERD, Safety Bureau
Frannie Nimmo, Anaconda Job Service
Roberta Woomer, Missoula Job Service
Holly Dean, Sidney Job Service
Shelly Hauge, Havre Job Service
Michelle Rides at the Door, Cut Bank Job Service
Corrine Kveseth, Job Service Programs
Tony Harrah, Job Service, R&A
Mike Bentley, ERD, Labor Standards
Catherine Furness, Missoula Job Service
Terry Krosbakken, Missoula Job Service
Steven Cook, Job Service, R&A

NEW EMPLOYEES in Permanent Positions:
Cheryl Flint, Job Service Programs
Robert Frost, Billings Job Service
Kimberly Ring, UI Phone Center, Helena
Debera Morgan, UI Benefits
Donna Miskovich, UI Benefits
Matthew Proctor, Libby Job Service
David Armstrong, ERD, Safety Bureau
Kari Christensen, Personnel & Training
James Cooley, ERD, Safety Bureau
Jerry Wilson, ERD, Safety Bureau
Brenda Bokovoy , CSD, Fiscal Support
Sonja Box-Mackey, ERD WC Claims Assistance
Kimberly Lindstrom, CSD, Technical Services
Andrea Pizzuto, ERD, Safety Bureau
Traci Smith, ERD, WC Regulation
Judy Bulletts, Missoula Job Service
Dan Caputo , CSD, Fiscal Support
Maureen Leo (Mo), CSD, Fiscal Support
Steve Nelson, Community Services

NAME CHANGES
Rita Bridenbaugh to (Moore) Billings Job Service

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